AMENDMENT AND PRESENTATION OF CLAIMS

Please replace all prior claims in the present application with the following claims, in which claims 1-10, 12-15, 21, 22, 27, 29, 30 and 32-36 are currently amended, claims 16, 18-20, 24-26 and 31 are canceled without prejudice or disclaimer, claims 37-39 were previously withdrawn from consideration, and claims 40 and 41 are newly presented.

1. (Currently Amended) A <u>computer-implemented</u> method for procuring telecommunications offerings ~~remotely~~, comprising:

receiving a procurement inquiry <u>from a customer application</u>, the procurement inquiry specifying a selected telecommunications offering from <u>a plurality of offerings</u> ~~among~~ <u>including</u> voice service, ~~Internet~~ <u>data access</u> service and mobile telecommunications ~~offerings~~ service;

<u>providing an option for accessing a network consultant via instant messaging;</u>

generating procurement data in response to the procurement inquiry ~~and pertaining to the selected telecommunications offering~~; and

transmitting the procurement data <u>to the customer application.</u>

2. (Currently Amended) The method of claim 1, ~~transmitting~~ <u>wherein</u> the procurement data ~~including~~ <u>includes</u> at least one of pre-sale, ordering ~~and~~ <u>or</u> post-sale data.

3. (Currently Amended) The method of claim 2, further comprising<u>:</u>

transmitting the pre-sale data comprising value added content, the value added content including at least one of data for matching the selected telecommunication offering with needs of a customer, data for qualifying a customer for the selected telecommunications offering, data for an on-line demonstration of a process for procuring the selected telecommunications offering, <u>or</u>

data for answers to technical questions, ~~and data for accessing a live network consultant via one of online chat and instant messaging~~.

4. (Currently Amended) The method of claim 2, further comprising:

transmitting post-sale data comprising value added content, the value added content including at least one of data for providing access to existing orders, data for providing electronic billing, data for sending of a page, data for scheduling of a conference call, data for on-line directory assistance, ~~and~~ or tailored data ~~for~~ on one of a telecommunications offering ordered ~~and~~ or a related telecommunication offerings.

5. (Currently Amended) The method of claim 2, further comprising:

transmitting the ordering data including at least one of shopping cart data, ~~and~~ or order entry data.

6. (Currently Amended) The method of claim 2, further comprising:

transmitting the post-sale data including at least one of order tracking data, ~~and~~ or order status data.

7. (Currently Amended) The method of claim 1, further comprising:

~~configuring the voice telecommunications offerings to~~ providing the voice service offering to include a complete calling package telecommunications offering, a long distance telecommunications offering, a toll free telecommunications offering, a conferencing telecommunications offering, ~~and~~ or a calling card telecommunications offering.

8. (Currently Amended) The method of claim 1, further comprising:

~~configuring the Internet~~ providing the data access ~~telecommunications offerings~~ service offering to include a dial up Internet telecommunications offering, ~~and~~ or a dedicated Internet telecommunications offering.

9. (Currently Amended) The method of claim 1, further comprising:

~~configuring~~ providing the mobile telecommunications ~~offerings~~ service offering to include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering, ~~and~~ or a dial up telecommunications offering.

10. (Currently Amended) The method of claim 1, wherein the ~~procurement data is displayed in~~ customer application provides a graphical user interface.

11. (Original) Computer-readable media storing computer-executable instructions for performing the steps recited in claim 1.

12. (Currently Amended) A computer-implemented method for servicing telecommunications offerings ~~remotely~~, comprising:

receiving ~~a service~~ an inquiry from a customer application, the ~~service~~ inquiry specifying a search criteria with respect to an order for a telecommunications offering, wherein a customer agent assigned for servicing a telecommunications offering order~~, and a move, change or disconnection (MCD) of a telecommunications offering order~~ is available via instant messaging with a user of the customer application; and

generating ~~service~~ <u>response</u> data in response to the ~~service~~ inquiry and pertaining to the

search criteria; and

transmitting the ~~service~~ <u>response</u> data <u>to the customer application</u>.

13. (Currently Amended) The method of claim 12, ~~further comprising transmitting the~~ ~~service~~ <u>wherein the response</u> data ~~including~~ <u>includes</u> at least one of pre-sale <u>information</u>,

ordering <u>information</u>, ~~and~~ <u>or</u> post-sale ~~data~~ <u>information</u>.

14. (Currently Amended) The method of claim ~~13~~ <u>12</u>, ~~further comprising transmitting~~ ~~one of the pre-sale, ordering and post-sale data including at least one of~~ <u>wherein the response</u> <u>data includes information for establishing an</u> ~~online chat, and~~ instant messaging ~~data, as~~ <u>session</u> <u>with the customer agent</u>.

15. (Currently Amended) The method of claim 13, further comprising<u>:</u>

transmitting the post-sale data including at least one of data for tracking an order, data for

checking a status of an order, data for coordinating service for a telecommunications offering,

~~and~~ <u>or</u> data for provisioning a telecommunications offering.

16. (Canceled) ~~The method of claim 12, wherein the service data is displayed in a~~ ~~graphical user interface.~~

17. (Original) Computer-readable media storing computer-executable instructions for

performing the steps recited in claim 12.

18. (Canceled) ~~A method for procuring and servicing telecommunications offerings remotely, comprising:~~

~~receiving a procurement inquiry and a service inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order;~~

~~generating procurement data in response to the procurement inquiry and pertaining to the selected telecommunications offering and service data in response to the service inquiry and pertaining to the search criteria; and~~

~~transmitting the procurement and service data.~~

19. (Canceled) ~~The method of claim 18, wherein at least one of the procurement data and the service data is displayed in a graphical user interface.~~

20. (Canceled) ~~Computer-readable media distributed storing computer-executable instructions for performing the steps recited in claim 18.~~

21. (Currently Amended) A <u>computer-implemented</u> method for procuring telecommunications offerings ~~remotely~~, comprising:

submitting ~~a procurement~~ <u>an</u> inquiry~~, the procurement inquiry~~ specifying a selected telecommunications offering from among <u>a</u> voice <u>service offering</u>, ~~Internet~~ <u>a data access offering</u> and <u>a</u> mobile telecommunications ~~offerings~~ <u>offering</u>; ~~and~~

establishing an instant messaging session with a customer service personnel; and

receiving procurement data,

wherein the procurement data is generated in response to the ~~procurement~~ inquiry and pertains to the selected telecommunications offering.

22. (Currently Amended) The method of claim 21, further comprising:

~~displaying the service data in~~ initiating the inquiry via a graphical user interface.

23. (Original) Computer-readable media distributed storing computer-executable instructions for performing the steps recited in claim 21.

24. (Canceled) ~~A method for servicing telecommunications offerings remotely, comprising:~~

~~submitting a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order; and~~

~~receiving service data,~~

~~wherein the service data is generated in response to the service inquiry and pertains to the search criteria.~~

25. (Canceled) ~~The method of claim 24, further comprising displaying the service data in a graphical user interface.~~

26. (Canceled) ~~Computer-readable media storing computer-executable instructions for performing the steps recited in claim 24.~~

27. (Currently Amended) A system for procuring and servicing telecommunications offerings, comprising:

a customer browser loaded on a customer client computer, the customer browser being configured to submit a procurement inquiry, ~~the procurement inquiry~~ specifying a selected telecommunications offering from among <u>a</u> voice <u>service offering</u>, ~~Internet~~ <u>a data access service offering</u> and <u>a</u> mobile telecommunications ~~offerings~~ <u>offering</u>;

a back office browser loaded on a back office client computer, the back office browser being configured to submit a service inquiry, ~~the service inquiry~~ specifying a search criteria with respect to an order for a telecommunications offering, <u>wherein</u> a customer agent assigned for servicing a telecommunications offering order, ~~and a move, change or disconnection (MCD) of a telecommunications offering order~~ <u>is available via instant messaging with the customer client computer</u>; and

a server program loaded on a server computer and being configured to receive the procurement and service inquiries, generate procurement data pertaining the to the selected telecommunications offering and service data pertaining to the search criteria, and transmit the procurement and service data.

28. (Original) The system of claim 27, wherein the customer and back office browsers and the server program communicate according to a communication protocol architecture that includes a web layer and an application layer, the application layer including a presentation layer and a business and integration layer, the web layer being configured to include the server

configured as a web server, the presentation layer being configured to receive requests and user

actions from the server, the business and integration layer being configured to perform order

management, online ordering and user management functions.

29. (Currently Amended) The system of claim 28, ~~further comprising:~~ wherein the

communication protocol architecture interfaces with a ~~data base~~ database layer configured to

store data used by the system and a service availability tool coupled to the application layer~~;~~ ,

~~the database layer being configured to store data used by the system; and~~

the service availability tool being configured to provide a service availability function

with respect to the selected telecommunications offering.

30. (Currently Amended) The system of claim 28, further comprising:

a site intelligence server coupled to the web server~~; and~~ , the site intelligence server being

configured to provide data mining capabilities to gather and report on metrics on the system.

31. (Canceled) ~~The system of claim 27, configured as one of a development, staging and~~

~~production system;~~

~~the development system being configured to provide support development of additional~~

~~features and upgrades for the production system;~~

~~the staging system being configured to provide support for testing the additional features~~

~~and upgrades for the production system; and~~

~~the production system configured to provide the additional features and upgrades after the~~

~~testing on the staging system.~~

32. (Currently Amended) The system of claim 27, wherein ~~the voice telecommunications offerings to~~ providing the voice service offering to include a complete calling package telecommunications offering, a long distance telecommunications offering, a toll free telecommunications offering, a conferencing telecommunications offering, ~~and~~ or a calling card telecommunications offering.

33. (Currently Amended) The system of claim 27, wherein ~~the Internet~~ the data access ~~telecommunications offerings~~ service offering to include a dial up Internet telecommunications offering, ~~and~~ or a dedicated Internet telecommunications offering.

34. (Currently Amended) The system of claim 27, wherein the mobile telecommunications ~~offerings~~ service offering to include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering, ~~and~~ or a dial up telecommunications offering.

35. (Currently Amended) An apparatus for procuring telecommunications offerings ~~remotely~~, comprising:

means for receiving a procurement inquiry from a customer application, the procurement inquiry specifying a selected telecommunications offering ~~from among~~ including voice service, ~~Internet~~ data access service and mobile telecommunications ~~offerings~~ service;

means for providing an option for accessing a network consultant via instant messaging;

means for generating procurement data in response to the procurement inquiry ~~and pertaining to the selected telecommunications offering~~; and

means for transmitting the procurement data to the customer application.

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36. (Currently Amended) An apparatus for servicing telecommunications offerings ~~remotely~~, comprising:

means for receiving ~~a service~~ <u>an</u> inquiry <u>from a customer application</u>, the ~~service~~ inquiry specifying a search criteria with respect to an order for a telecommunications offering, wherein a customer agent assigned for servicing a telecommunications offering order~~, and a move, change or disconnection (MCD) of a telecommunications offering order~~ <u>is available via instant messaging with a user of the customer application</u>;

means for generating ~~service~~ <u>response</u> data in response to the ~~service~~ inquiry and pertaining to the search criteria; and

means for transmitting the ~~service~~ <u>response</u> data <u>to the customer application</u>.

37. (Withdrawn) An method for provisioning services via an on-line system, the method comprising:

transmitting a service inquiry from a user;

selectively directing the user to a service center;

selectively providing a plurality of service options to the user;

generating a service order based upon the step of selectively providing the plurality of service options; and

confirming the service order.

38. (Withdrawn) An on-line system for procuring services, the system comprising:

a presentation section configured to provide a graphical user interface to a user, the user providing service inquiry information;

a business section configured to perform business rules and transactions based upon the service inquiry information, the user being selectively directed to a service center; and

an interface section configured to facilitate access to data associated with the services and to interface with external systems for acquisition of the services.

39. (Withdrawn) An on-line system for procuring services, the system comprising:

means for transmitting a service inquiry from a user;

means for selectively directing the user to a service center;

means for selectively providing a plurality of service options to the user;

means for generating a service order based upon the plurality of service options; and

means for confirming the service order.

40. (New) A method for electronic provisioning of telecommunication services, the method comprising:

providing a plurality of options to communicate with a consultant during the provisioning, wherein the options include instant messaging and on-line shared white-boarding, wherein the option is displayed via a customer application to a user;

receiving input from the customer application, the input specifying one or more selections of a plurality of telecommunication products;

determining whether the selection is valid during the provisioning; and

generating an order for the selection if the selection is valid.

41. (New) A method according to claim 40, wherein the customer application provides a web-based interface.